

CLAIMS

The following listing of claims lists all of the pending claims, and supersedes all prior listings, and versions, of claims in this application.

LISTING OF CLAIMS:

1. (Currently Amended) A method for aiding in tuning of one or more speech applications, comprising:
 - receiving event data associated with a plurality of user interactions with the one or more speech applications;
 - storing the event data in a database;
 - receiving a request for information;
 - retrieving at least a portion of the event data from the database based on the request;
 - identifying potential problem areas with at least one of the one or more speech applications, using the retrieved event data;
 - formulating a response to the request using the identified potential problem areas retrieved event data; and
 - presenting the response to aid in improving the performance tuning of the one or more speech applications.
2. (Original) The method of claim 1, wherein the one or more speech applications are associated with a plurality of distributed speech application systems.
3. (Original) The method of claim 1, wherein the event data includes information regarding verbal and non-verbal exchanges that occurred during users' interactions with the one or more speech applications.
4. (Original) The method of claim 1, wherein the retrieving event data includes:
 - generating a search query based on the request for information, and using the search query to identify event data in the database that is relevant to the search query.

5. (Original) The method of claim 1, wherein the formulating a response includes: generating statistics based on the retrieved event data; and using the statistics as the response to the request.

6. (Original) The method of claim 1, wherein the formulating a response includes: organizing the retrieved event data to a form that satisfies the request; and using the organized event data as the response to the request.

7. (Currently Amended) A system for aiding in tuning of one or more speech applications, comprising:

means for obtaining event data associated with a plurality of user interactions with a plurality of distributed speech application systems;

means for storing the event data;

means for periodically analyzing the event data to identify potential problem areas with at least one of the one or more speech applications; and

means for providing results of the periodic analyzing to aid in improving the performance tuning of one or more of the speech application systems.

8. (Currently Amended) A voice stream analyzer connected to receive event data associated with a plurality of user interactions with a plurality of speech applications from a plurality of distributed speech application systems, the voice stream analyzer comprising:

a database configured to store the event data received from the distributed speech application systems; and

an analysis engine configured to:

receive a request for information,

retrieve at least a portion of the event data from the database based on the request,

identify potential problem areas with at least one of the distributed speech application systems, using the retrieved event data;

formulate a response to the request using the identified potential problem areas retrieved event data; and

provide the response to aid in improving performance tuning of one or more of the speech applications.

9. (Original) The voice stream analyzer of claim 8, wherein the event data includes information regarding verbal and non-verbal exchanges that occurred during users' interactions with the speech applications.

10. (Original) The voice stream analyzer of claim 8, wherein when retrieving the portion of the event data, the analysis engine is configured to:

generate a search query based on the request for information, and
use the search query to identify event data in the database that is relevant to the search query.

11. (Original) The voice stream analyzer of claim 8, wherein when formulating a response, the analysis engine is configured to:

generate statistics based on the retrieved event data, and
use the statistics as the response to the request.

12. (Original) The voice stream analyzer of claim 8, wherein when formulating a response, the analysis engine is configured to:

organize the retrieved event data to a form that satisfies the request, and
use the organized event data as the response to the request.

13. (Original) The voice stream analyzer of claim 8, further comprising:
a presentation engine configured to display the response on a graphical user interface.

14. (Original) The voice stream analyzer of claim 13, wherein when providing the response, the analysis engine is configured to provide the response to the presentation engine.

15. (Currently Amended) A network for facilitating tuning of speech applications, comprising:

- a plurality of distributed speech application systems; and
- a voice stream analyzer connected to the speech application systems and configured to:
 - obtain event data associated with a plurality of user interactions with the speech application systems,
 - store the event data,
 - receive a request for information,
 - retrieve stored event data that is relevant to the request,
 - identify potential problem areas with at least one of the one or more speech application systems, using the retrieved event data;
 - generate a response to the request using the identified potential problem areas retrieved event data, and
 - provide the response to aid in improving the performance tuning of one or more of the speech application systems.

16. (Currently Amended) A method for aiding in tuning of one or more speech applications, comprising:

- receiving event data associated with a plurality of user interactions with one or more speech applications;
- storing the event data in a database;
- periodically analyzing the event data to identify potential problem areas with at least one of the one or more speech applications;
- generating results of the periodic analyzing; and
- presenting the results to aid in improving the performance tuning of the one or more speech applications.

17. (Currently Amended) A voice stream analyzer connected to receive event data associated with a plurality of user interactions with a plurality of speech applications from a plurality of distributed speech application systems, the voice stream analyzer comprising:

a database configured to store the event data received from the distributed speech application systems; and

an analysis engine configured to:

periodically analyze the event data in the database to identify potential problem areas with at least one of the one or more speech applications associated with the user interactions, and

provide results of the periodic analysis to aid in improving performance tuning of one or more of the speech applications.

18. (New) The method of claim 1, wherein the event data includes at least one of recognizer events, platform events, dialog module events, or application events.

19. (New) The method of claim 1, wherein the potential problem areas include where users often asked for a human agent, where users typically disconnected the call, or where time-outs often occurred.

20. (New) The voice stream analyzer of claim 8, wherein the event data includes at least one of recognizer events, platform events, dialog module events, or application events.

21. (New) The voice stream analyzer of claim 8, wherein the potential problem areas include where users often asked for a human agent, where users typically disconnected the call, or where time-outs often occurred.